

Kitchener Downtown Community Health Centre

Type of Policy:	<input type="checkbox"/> Administration (A)	Client Services
	<input type="checkbox"/> Financial (F)	<input checked="" type="checkbox"/> General (CG)
	<input type="checkbox"/> Board of Directors (B)	<input type="checkbox"/> Programs (CP)
	<input type="checkbox"/> Human Resources (H)	<input type="checkbox"/> Medical Services (CM)
	<input type="checkbox"/> Occupational Health & Safety (S)	
	<input type="checkbox"/> Volunteers (V)	

Policy No: CG1102

Title: Feedback from Clients, Volunteers and the General Public

Policy

1. KDCHC encourages clients, volunteers and the general public to provide feedback (comments, questions, suggestions) on the organization as a whole or the programs and services we offer.
2. Feedback provides KDCHC an opportunity to listen to those we work with and to integrate that feedback into planning for the organization.
3. Feedback may be given verbally or in writing and may be given anonymously.
4. Feedback received will form part of KDCHC's client survey process. Feedback will be collated and reviewed quarterly and a report will be provided to the Executive Director.
5. Feedback cards will be printed in English. KDCHC will provide assistance to clients requiring assistance to fill out these cards.
6. Clients seeking to make a complaint will be directed to Policy CG1103 - Complaints

Procedures

7. Feedback cards will be available in both reception areas of KDCHC. A locked feedback box will be available at both receptions for people to place their feedback cards in.
8. Clients (those receiving services or attending programs) whose first language is not English can request assistance in filling out a feedback card. Whenever possible, an interpreter will be booked to assist the client. This support may occur as part of the scheduled program or service they are receiving. Clients who require assistance for other reasons will be supported by staff to fill out the cards.

9. Feedback cards will be collected on a monthly basis and the information will be compiled in a report by the Director of Community Programs and Engagement or designate. A quarterly report will be prepared by the Director of Community Programs and Engagement and forwarded to the Executive Director. Quarterly Reports will be one aspect of the KDCHC client survey process.
10. When a client, volunteer, or member of the general public provides verbal feedback, the staff person will encourage the person to put it in writing. If the person does not wish to do so, the staff person will record the feedback on the card and place it in the feedback box.
11. Questions received on the feedback cards may be responded to through the KDCHC newsletter in order to provide that information to a broader group of people. When appropriate or possible, a response will be given to a specific question if the name and contact information is included on the feedback card.
12. Feedback on new or additional services is welcomed. This feedback will be evaluated as part of the Quarterly Report review, using the KDCHC strategic planning document and relevant KDCHC policies and procedures.

This policy will be posted on the KDCHC website.

Approved By: Eric Goldberg, Executive Director

Date: December 21, 2106
